

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

MRDD Family Forms and Family Directed Support

Demographics of Family Member Receiving Services

Person completing form provided demographics about their family member receiving services.

		Agency Survey Returns					
		Total Family Members	Case Management Family Members	Congregate Residential Family Members	In-Home Family Members	Supported Residential Family Members	Family Directed Support
SEX	Male	59.1%	52.9%	43.8%	49.0%	72.2%	60.6%
	Female	40.9%	47.1%	56.3%	51.0%	27.8%	39.4%
RACE	White	91.7%	93.8%	93.5%	93.3%	94.4%	91.3%
	Black	6.0%	6.3%	6.5%	4.4%	0%	6.2%
	Hispanic	0.8%	0%	0%	2.2%	5.6%	0.6%
	Native American	0.4%	0%	0%	0%	0%	0.5%
	Pacific Islander	0.1%	0%	0%	0%	0%	0.2%
	Other	1.0%	0%	0%	0%	0%	1.2%
MEAN AGE		23.11	44.74	43.90	37.96	43.71	19.50
	0-17	47.0%	0%	0%	2.0%	0%	55.9%
	18-49	44.4%	74.2%	61.3%	85.7%	82.4%	38.2%
	50+	8.6%	25.8%	38.7%	12.2%	17.6%	5.9%

Sample Size

Information is based on the number of interviews and the number of people served according to DMH billing records.

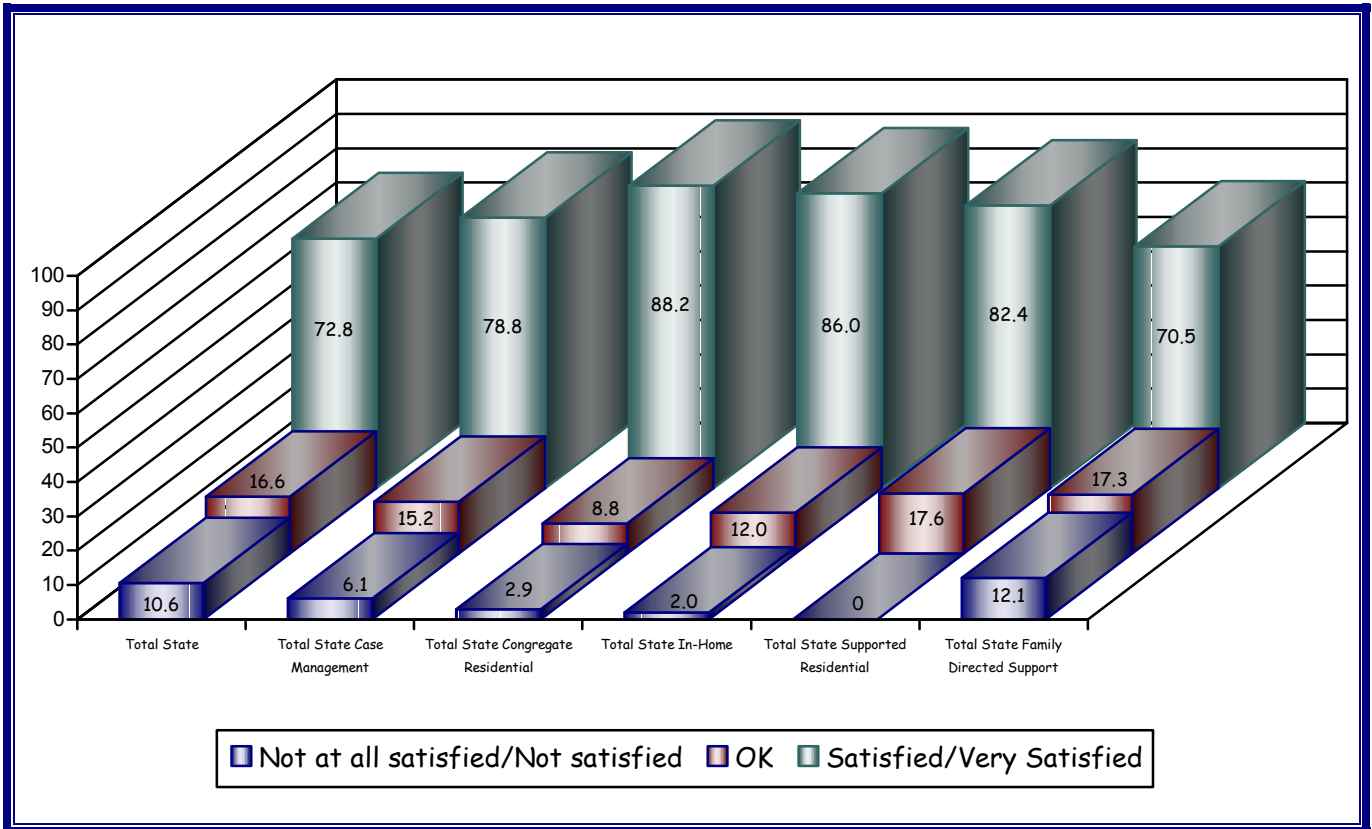
	Number in Selected Sample	Number of Surveys Returned	Percent of Forms Sent Returned
Total Family Members (Family Directed Support and Regional Centers)	5234	848	16.2%
Total Family Members - Regional Centers Only	1069	145	13.6%
Case Management Only	389	36	9.3%
Congregate Residential	178	37	20.8%
In-Home	329	53	16.1%
Supported Residential	173	19	11.0%
Family Directed Support	4165	703	16.9%

Is Your Family Member's Life Better

One question on the family member survey addressed the issue of whether or not their family member's life has improved because of the services received. The following table shows the results of this question.

Is your family member's life "better" now than before s/he began receiving services?	Yes	No	Unsure
Total MRDD Family	554 (72.2%)	89 (11.6%)	124 (16.2%)
Case Management Only	25 (80.6%)	0 (0%)	6 (19.4%)
Congregate Residential	26 (89.7%)	0 (0%)	3 (10.3%)
In-Home	35 (81.4%)	1 (2.3%)	7 (16.3%)
Supported Residential	16 (94.1%)	0 (0%)	1 (5.9%)
Family Directed Support	452 (69.9%)	88 (13.6%)	107 (16.5%)

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 72.8% of family members of consumers served by the Division of Mental Retardation and Developmental Disabilities (MRDD) were "satisfied" or "very satisfied" with services.
- The Congregate Residential group rated the program higher than other groups (88.2% "satisfied" or "very satisfied"). The In-Home group also rated the services highly (86.0% "satisfied" or "very satisfied").
- The lowest satisfaction was in the Family Directed Support program, where 70.5% of those served gave a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How happy are you . . .	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Family Directed Support
1. with the people who are paid to support your family member?	4.12 (760)	4.22 (32)	4.32 (34)	4.30 (44)	4.61 (18)	4.08 (632)
2. with how much your family member's support staff know about how to get things done?	3.95 (776)	4.05 (31)	4.33 (33)	4.29 (48)	4.56 (18)	3.89 (646)
3. with how staff and/or case manager keeps things about your family member and his/her life confidential?	4.38 (764)	4.27 (33)	4.42 (33)	4.54 (48)	4.59 (17)	4.36 (633)
4. that your family member's plan has what he/she wants in it?	3.96 (767)	4.16 (31)	4.29 (31)	4.39 (44)	4.47 (17)	3.89 (644)
5. with how the case manager and support people are doing what your family member's plan says they should do?	4.00 (790)	4.13 (32)	4.34 (32)	4.37 (49)	4.35 (17)	3.94 (660)
6. that the staff who provide services to your family member respect his/her ethnic and cultural background?	4.37 (719)	4.43 (30)	4.53 (32)	4.57 (46)	4.56 (16)	4.34 (595)
7. with the supports and services that your family member receives from this Regional Center?	4.02 (809)	4.09 (33)	4.38 (34)	4.36 (50)	4.35 (17)	3.96 (675)
8. that services to your family member are provided in a timely manner?	3.81 (811)	4.03 (32)	4.14 (35)	4.27 (49)	4.35 (17)	3.74 (678)
9. with your family member's case manager?	4.15 (803)	4.18 (33)	4.41 (34)	4.43 (49)	4.35 (17)	4.11 (670)
<p>The first number represents a mean rating. Scale (items #1-9): 1=Sad/Not happy ... 5=Happy [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- **Statewide, family members of consumers served by the Division of Mental Retardation and Developmental Disabilities Regional Center programs were satisfied with the services they received. Only three ratings fell slightly below the mean rating of 4.00 ("satisfied").**
- **Family members were most satisfied with the staff keeping information confidential (mean of 4.38) and least satisfied with services being provided in a timely manner (mean of 3.81).**
- **The Congregate Residential family members were most satisfied with the services received (mean rating of 4.38).**

Satisfaction with Quality of Life

How happy are you . . .	Total State Regional Centers	Case Management Only	Congregate Residential	In-Home	Supported Residential	Family Directed Support
10. with how your family member spends his/her day?	3.92 (798)	4.09 (35)	4.12 (33)	4.31 (49)	4.18 (17)	3.87 (664)
11. with where your family member lives?	4.46 (782)	4.26 (34)	4.60 (35)	4.50 (48)	4.71 (17)	4.45 (648)
12. with the number of choices your family member has in his/her life?	3.78 (775)	4.00 (32)	4.09 (32)	4.21 (48)	4.29 (17)	3.71 (646)
13. with the opportunities/chances your family member has to make friends?	3.68 (774)	3.93 (30)	4.13 (31)	4.09 (46)	4.18 (17)	3.60 (650)
14. with your family member's health care?	4.14 (795)	4.15 (34)	4.31 (35)	4.20 (49)	4.41 (17)	4.12 (660)
15. with what your family member does during his/her free time?	3.71 (773)	4.00 (30)	4.15 (33)	3.94 (49)	4.18 (17)	3.64 (644)
16. with the opportunities your family member has had during the last year to do something that he/she is proud of?	3.90 (737)	4.00 (27)	4.03 (29)	4.16 (49)	4.35 (17)	3.85 (615)
How safe do you feel ...						
17. your family member is in his/her home?	4.53 (804)	4.34 (32)	4.48 (33)	4.60 (47)	4.44 (16)	4.54 (676)
18. your family member is in his/her neighborhood?	4.25 (794)	4.23 (30)	4.47 (30)	4.46 (46)	4.41 (17)	4.22 (671)
<p>The first number represents a mean rating. Scale: (items #10-16): 1=Sad/Not happy . . . 5=Happy Scale: (items #17-18): 1=Not at all safe . . . 5=Very safe [Two additional responses were possible: "Do not understand" and "Does not apply to me"]. The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The family member's responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Family members were most satisfied with safety in their family member's home (mean of 4.53) and least satisfied with their family member's opportunities/chances to make friends (mean of 3.68).

MRDD Families Subjective Responses

What was liked Best about the Program:

The consumers in the families of persons served by the Division of Mental Retardation/Developmental Disabilities program mentioned many aspects of the program that they liked best. These ranged from general to specific comments. Some of the salient responses have been summarized below:

Timely Services:

Timeliness of the services provided was noticed by some family members. *That when you call their caseworker they usually respond immediately and are very helpful with doing or getting help with what you need and My family received timely response to any request for assistance we ask for.* Another family member said they were offered *friendly help with problems in a very timely manner.*

Independence:

Many of the services of the Division of MR/DD provided independence to the people served. This was appreciated by both consumers and family members. Some of things the family members liked best were:

- He is able to stay in his own home.
- Independence - Feeling good about himself.
- She is able to live on her own.
- Freedom to continue working at VIP and being with others like her.
- She now shares a duplex with another girl and has 24 hr help from staff. She loves her own room and home privileges to do the things she loves to do. Very happy with independent living.
- Enables family member to achieve some measure of independence and to live in own home.
- Her opportunity to be with her friends. She feels independent when she doesn't need to rely on me totally.

Community Inclusion:

Another area of many positive remarks was with community inclusion the amount of activities the consumers get to participate in. *The services put her in contact with new people; helps her get out in a social setting in the community; lets her in on the decision making process. Empowerment has built her confidence.* Another family member said *that she is able to attend functions that she would otherwise be unable to attend without support.* Another person appreciated that *it gets him out in the community on a one to one ratio.*

Positive Outcomes:

Some family members were appreciative of the positive outcomes. *The services promote good self worth and self esteem in family and family member. Family member is a better community participant as a result of services.* Another person said *The services give my son the opportunity for community integration and to do things to improve his self-esteem and self worth.*

Respite Care:

One family member appreciated the respite care. *We use respite care. It gives us a much needed break and gives M. a chance to be away from us for awhile.*

Healthcare and Cleanliness:

The family members appreciated the overall care for their family member's health *Healthcare is good and Has her hair combed and make-up on.* Another person liked that their family member was *always clean, attended to, carefully monitored, treated with love and they call themselves "his family" because they are. They keep me informed of his health. I cannot praise the staff enough! They are angels on earth.* Another commented that *they teach him to do for himself according to his abilities. He's always well groomed and receives medical care when needed. There is so much compassion shown and for this I'm very thankful.*

Level of Care and Overall Services:

The majority of the positive remarks made by family members had to do with the Overall Environment and the Level of Care their family member receives. Following is a list of comments we received:

- She is happy in her home and is satisfied with the kind attention and care she receives.
- She receives total care which I could not provide.
- I am very happy with the services my son gets especially the good care he gets at home.
- She receives 24 hour care which I cannot provide.
- I love the RCF where my sister lives and feel staff there are very loving and supportive. Within their ability. They take excellent care of her and she has become truly a part of "the family".
- They treat him like one of their equal.
- The personalization to each client's needs.
- Individualized attention, professional care, family-style atmosphere, opportunity to take trips, interesting outings, etc.
- My son is treated with respect and kindness and when he wants he phones me. He says he likes it and that's what counts.
- The service does an excellent job. He always looks forward to going back home after family visits. Both sons in a home but separate. Very pleased with both facilities.
- I believe the support of LDTC and Regional Center has made a wonderful difference in many lives. More than just the consumers. The family members as well!

Support Staff:

There were many positive comments about the staff. One person said the *LSF agency formulates a personal centered plan annually and sincere, dedicated life skills staff make every effort to facilitate that plan and support my brother to achieve his objectives.* Another person appreciated that *Our case worker has been more than wonderful! She cares and works on problems as fast as she can. She truly cares for our son and his needs.* A variety of other positive comments were:

- *Attendants are courteous and kind, encourage self-care and provide activities*
- *Day program staff are nice people*
- *Her case manager is excellent. Extremely dedicated and caring.*
- *The staff where he lives seems very sincere about providing the best care possible for him.*
- *I appreciate the same case workers working with him over a long period. They know him and his needs very well.*
- *Case manager is always there for him and is excellent at keeping me informed and involved.*
- *The staff genuinely seems to care.*
- *I believe he receives more one-on-one care at his home. The staff is always working with him and trying to bring him along to his capabilities.*
- *Pleasant surroundings and considerate staff.*
- *The monthly visits that keep us up to date on what is happening. The extra effort the case manager puts in finding out more information for us.*

Transportation:

The transportation offered helped both the consumers and family members. *Transportation helps her to attend school and do activities she wouldn't get to do. Keeping her active. Also respite helps her and me.* Another person said *Transportation is essential, my son has to have it to work!* Other people noticed and appreciated the level of respect the bus drivers showed the consumer. *Just knowing they have transportation to workshop. Drivers are polite and respectful, and The DOT bus is timely. The driver is very courteous and helpful.*

What Could Be Improved:

As with most programs, some participants recommended some improvements that could be made. These have been summarized below:

Communication:

Several family members would like a higher level of communication *More communications from the state social worker and Better communication between case worker and parents. Parents would like to know more about future placement possibilities.* One person said that *when the agency pays the bills off and they have some money left I wish they would let my daughter know how much money she has left.* Another request was for *Creative suggestions of what others have done that might help us.*

Recreation and Socialization:

While many remarked that they liked the community time and activities offered, some wanted to see more time in the community and more time with friends *I wish there were more activities and More leisure activities to meet friends.* One person said it would be better *If she could go out twice a week for 2-3 hours instead of once a week for 5 hours she would enjoy it more.* Another commented that *there has been a cutback in R&R weekend programs. We certainly would appreciate more weekend camping opportunities.* One recommendation made was *there should be a monthly calendar of scheduled activities sent to family members.*

Transportation:

One person wanted *transportation to or from the center* and another asked that *when transportation is going to be late, call to let us know.*

Funding:

There were many different views on the topic of funding and several comments and suggestions were made. One person summed up the concern of many by saying *If family caretakers (i.e. parents or siblings) could receive non-restricted vouchers monthly to provide needed funds for many different needs, this would reduce financial burdens on the caretaker(s) of consumers in their homes. There exists a definite funding discrimination towards the families of consumers who provide housing and daily care for consumers.* Another said it in a different way *I feel that the member who stays in biological home should receive the same benefits as the ones in group homes, etc. By this I mean the parents should receive some monetary help as well.* Some other people needed assistance in financial planning *Trust will be running out soon - Need long term financial planning and Planning for the event of emergencies - We had a situation develop and needed help but it wasn't in our "budget".* One person's concern was with the funding for the agencies *If more funding were available to agencies, like life skills, the agency could retain qualified staff in social services.*

Staff:

While some consumers talked about the positive aspects of their case manager/ service coordinator, other individuals wanted to see some changes. Almost all of the comments received were in regards to how often their case manger changes. *Case Manager changes every year or so for the past 6-7 years and it gets very frustrating and you don't get familiar with them; The case managers are constantly changing. Too much time is spent learning the clients; Better pay/incentives for paid staff to promote more longevity. Staff changes quite often; Caseworker change too much, could use more continuity.* One other person wanted to see less paperwork *If our case manager could spend more time with her clients and less time filling out all that paperwork, a lot which seems unnecessary.*

Respite Care:

Some people wanted to see improvements made with Respite Care. *Better respite care. Give physical examination for the yearly examination required for DHT program.* One person said *Every time we request in-home respite or supportive care we many times are not provided the service or we don't find out until a day or two before the date requested.* Another said *I wish there was a convenient, closer "respite drop-off" place that I could take my son to at the last minute if needed.*